



Employment Information

Claim Representative

Department

Risk Management

Duties

This is the entry-level position for Claims Operations. The applicant's level of experience determines the length of this assignment, from 12 to 18 months. The basic purpose of this position is to learn how to manage and execute field claim processes with regard to employee injuries, and other personal injury claims or allegations against the company. The Incumbent would be assigned a controlled territory with simple to moderate types of claims. The claim representative will gain experience in fact investigation, medical and vocational facilitation of an injured employee's return to work, and evaluation and resolution of all claims in a fair and equitable manner while protecting the company's financial risk. When necessary, assistance in the preparation and execution of the company's legal defense is also required. Duties include:

- Providing prompt and thorough investigations of accidents or incidents, which may result in simple to moderate types of claims against the company or its subsidiaries (24-hour coverage).
- ~~Initiating, monitoring and supervising work with medical and vocational providers to direct quality medical care for injured employees, reduce disability periods, avoid unnecessary surgeries, and reduce overall damages/costs.~~
- Evaluating and negotiating equitable settlement values where payment is warranted, while ~~minimizing claim payout and protecting the company's financial interests.~~
- For all cases involving litigation, ~~providing the Legal Department with a comprehensive work product to support the company's legal defense efforts, and participating in the on-going defense strategies and litigated case resolution.~~
- Ensuring that the administrative functions involved in the performance of the duties named is complete.
- Establishing and maintaining positive relationships with employees and managers in order to facilitate direct claims resolution. Similar relationships must be fostered with other outside vendors.
- Communicating safety improvement needs to representatives for the Safety Department when these needs are discovered through investigation or observation in any employee injury case.
- Keeping superiors informed of any and all potential exposure to the company due to any accident or incident which has been reported.

Experience Desired

- Railroad experience: 1-2 year's familiarity with railroad operations.
- Medical training: 1-2 year's working knowledge of occupational medical terminology/treatment protocols.
- 1-2 years legal experience: an understanding of FELA, BIA, SAA laws and litigation in a trial setting, and use of the above laws for estimating liability in a claim settlement.
- 1-2 years of hands-on experience with computers.
- 1 year of financial analysis/benefit requirements experience: a familiarity with the various

options available to allocate settlement dollars.

Special Training, Skills, or Education

Courses in occupational health, hazardous material handling, time management, medical terminology, problem solving and communication skills.

• Bachelor's degree with a psychology, communication or health-related major.

Note: This job description is for informational purposes only, and may not fully identify or describe all of the essential job functions or requirements for this position. If you would like a more comprehensive job description please call 1-800-877-5634.